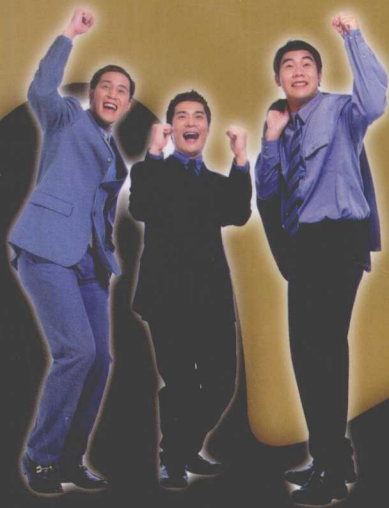




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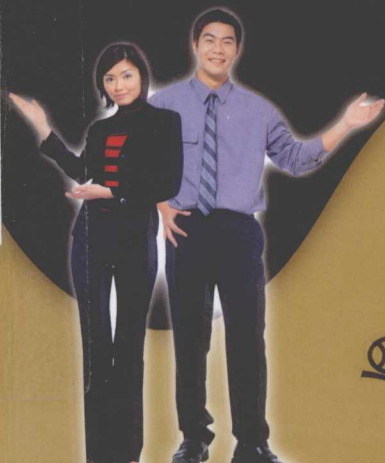
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4.0

40 Job-interview
English Situations
For Office Staff

情景主题

王月 胡晓 [美] Jeanette Lochner 等◎编著



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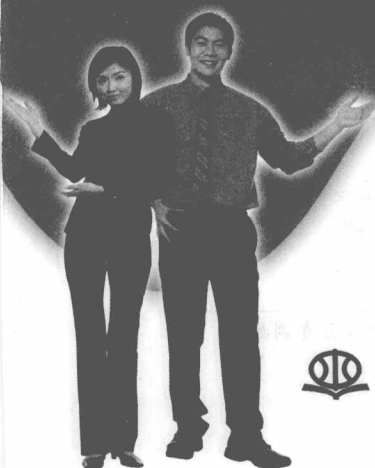
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内 容 提 要

本书内容丰富、实用性强。系统、详尽地向读者介绍了求职的流程、面试的种类、面试的礼仪以及在面试过程中会遇到的问题等,是准备进行求职面试的读者的必备宝典。

本书适用于希望提高英语水平的广大英语爱好者。

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白领求职面试英语

40 情景主题

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Unit 1 Opening Remarks

面试开场白

Arrangement

We've all heard stories of job candidates who looked great on paper but who were absolute disasters in person. With fewer and fewer interview opportunities available in this competitive market, it's essential to make the best possible first impression, and this largely depends on how you start your interview.

我们可能听过很多这样的故事：求职者履历光鲜，但是个人礼仪习惯之类的却很不堪。现在这个竞争激烈的市场上面试机会越来越少，尽可能留下一个好的第一印象就很必要了，而这在很大程度上取决于你是如何开始你的面试的。

Introduction

An interviewer or employer will discover a great deal about you in a relatively small amount of time by use of their experience in body language. It's a bit like when you make new friends. Generally speaking, you know within a few moments of meeting a person for the very first time whether you will like them or not (despite knowing very little about their background). So your first few seconds are fairly vital when you walk into that interview room or are greeted by your employer. Good body language starts with a firm handshake (that's firm — don't shake their hands off!) and being smartly dressed. Don't bathe in perfume or aftershave as strong often give off an overpowering feeling and can be very off putting. It's always best to be clean and neutral!

Confirm with your prospective interviewer the interview arrangements by letter once you have been invited to attend the interview, which shows manners and initiative. It can just be brief confirming the time and place of the interview. It also gives you the opportunity to send in any documents that the interviewer may wish to see in advance or anything you may have omitted to send when you originally enclosed your CV and job application form.

Arrive at your interview in good time so that you will have a few moments to compose yourself and utilize the rest room before your big moment. If at the office there are some bathrooms in the waiting area (or if not just ask someone to direct you to

them), go and make a few final checks on your appearance. You might want to comb your hair, use the lavatory (make sure you do up your zippers) or adjust your make up if you are a lady. This time will give you the opportunity to make sure you are shipshape and looking like a million dollars, it will also give you reassurance so that once you are in the interview you don't have to worry about whether you have done your zips up or whether your hair looks tidy — issues that are important but that you don't want to have to worry whilst trying to win over the interviewer. It's always a good idea if you have a briefcase and are wearing a tie to take a spare just in case you spill something down it before going into the interview.

Next, it is the time when you are entering the unknown — new surroundings, new people (sometimes as many as four or five), a strange room. You need your maximum concentration at this point as “First Impressions” do count. So how do you greet your interviewer? Firstly, look your interviewer in the eyes and smile, everyone likes a smiley face. It doesn't mean beam like a Cheshire cat — just a pleasant friendly smile. Secondly, offer your hand out to shake (remember don't squeeze the interviewers hand until it turns blue — just a firm professional handshake) and offer a greeting (“Hello, very pleased to meet you” or something like that). Your interviewer will then either take you into the interview room (or you may already be in there as you have been called in) and offer you a seat. Please do not just sit down when you enter the room, wait to be offered a seat — it's good manners.

The interview is going to start along the lines of chit chat, you will probably be asked how your journey was etc. and then offered a drink. Depending on the type of person you are and how well you cope with nerves, it's up to you whether you decide to accept a drink. You won't be thought of any less should you not accept a drink, and if you think your hands are going to be shaking like a coconut tree in a hurricane every time you pick your cup up, it's probably a good idea to decline. That way you won't chance spilling the liquid all down your front should you really lose your nerves!

面试官或雇主利用他们有关身体语言的经验,只需要很少的时间就会了解到你的很多东西。这有点像你在结交新朋友时的情况。一般来说,你和一个人初次见面,在几分钟内你就会知道你是否喜欢他们(尽管基本上不了解他们的背景)。因此在你走进面试的房间或被你的雇主迎接时,开始的这几秒钟是极其重要的。良好的身体语言以一个坚定的握手(坚定的——不要把手摇掉了!)和巧妙的穿着开始。不要洒太多的香水或须后水,因为强烈的气味常常发出一种压倒性的气味,令人非常讨厌。保持清洁并没有太强的个性总是最好的!

被邀请参加面试之后,你要写信和你的面试官确认面试安排,这表明了你的礼貌

和主动性。信中只需要简单地确认面试的时间和地点。这封信也让你有机会寄出任何面试官想要提前看的文件，或者是你之前寄送简历和求职申请表时忘了加入的东西。

在合适的时间到达你的面试地点，这样你在面试之前将有几分钟时间整理自己并利用洗手间。如果在办公室的等候区有一些洗手间（如果没有可以请人带你过去），那么你可以对自己的外表做一下最后的检查。你可能想要梳一下头发，使用洗手间（请务必拉好你的拉链）或女士会想要补补妆。这个时候你就有机会来确保你自己井然有序，并且容光焕发。同时也让你放下心来，一旦开始面试你就不必担心有没有拉好你的拉链，或者你的头发看起来是否整洁——这些重要的事项在你试图说服面试官时就不用担心了。随身带个公文包也是个好主意，如果有扎领带的话那也带一条备用的，这样万一你在面试前洒了些东西在上面，你就可以换下来了。

接下来就是你进入未知——新环境、新人（有时多达四五个）、一个陌生的房间——的时候了。这个时候你需要做到精神高度集中，因为“第一印象”是绝对重要的。因此，你如何迎接你的面试官呢？首先目光要注视你的面试官并微笑，每个人都喜欢笑脸。它并不意味着你笑起来像一只柴郡猫一样——只是一个愉快友好的微笑就可以了。其次，主动伸出手握手（记得不要把面试官的手捏青了——只是一个坚定的、专业的握手）并致意（“您好，很高兴见到您”之类的）。之后你的面试官将带你进入面试室（如果你是被叫进去的那可能就已经在里面了）并给你一个座位。请不要进入房间就直接坐下来，等到面试官请你坐下时你再坐下——这是有礼貌的做法。

面试开始后会有一些闲聊，你可能会被问到你的旅程如何之类的，然后他们会给你提供一杯喝的。看你是什么类型的人以及你是如何应对紧张情绪的，是否要接受它取决于你自己。如果你不接受你也不会被认为失礼，如果你认为每次你拿起杯子时你的手就会像飓风中的椰子树一样晃动，那最好就不要接受了。这样，如果你真的不知所措的话，也不会有把液体洒到衣服上的危险。

New Words and Expressions

aftershave	n. 须后水
overpowering	adj. 无法抵抗的，压倒性的
neutral	adj. 中立的，中性的
enclose	vt. 放入封套，装入；围绕
lavatory	n. 厕所 <主英>抽水马桶，<美>洗脸盆；浴室

zipper	n. 拉链
shipshape	adj. 井然有序的
look like a million dollars	容光焕发, 满面春风; (人) 看起来身体好极了; (东西) 看起来十分漂亮
squeeze	v. 压榨, 挤, 挤榨
chit chat	闲聊
spill	vi. 溢出; 涌流; 充满
lose one's nerves	不知所措, 慌张
decline	v. 拒绝

Dialogue A

A: Excuse me. May I see Mr. Michael Anderson, the personnel manager?

B: It's me. What can I do for you?

A: I have come at your invitation for an interview. Nice to meet you, Mr. Anderson.

B: Nice to meet you too. Please be seated.

A: Thank you.

B: May I have your name?

A: My name is Laura Myre.

B: OK, Miss Myre, we have received your letter in answer to our advertisement. I would like to talk with you regarding your qualifications for this position.

A: I am very happy that I am qualified for an interview.

A: 你好, 请问我能见一下人力资源经理, 迈克尔·安德森先生吗?

B: 我就是。我能为你做些什么呢?

A: 我是受你邀请来参加面试的。很高兴见到你, 安德森先生。

B: 很高兴见到你。请坐。

A: 谢谢。

B: 请问你叫什么名字?

A: 我叫劳拉·迈尔。

B: 好的, 迈尔小姐。我们收到了你回复我们广告的信。我想和你谈谈有关这个职位的资格问题。

A: 很高兴我能够参加面试。

Dialogue B

A: OK, Mr. Wang. You may come in. I am Valerie Legrand and on my right, my colleague, Lindsey Duncan, and on my left, Sylvie Vartan. Do please sit down.

B: Thank you. Good afternoon, Ms. Legrand, Ms. Duncan, Ms. Vartan.

A: Your English is fluent.

B: Thank you.

A: How do you think of the weather today?

B: I don't like the weather like this. Cold and rainy. Hope it become sunny as soon as possible.

A: So did you have any difficulty finding our company?

B: Not really, I am familiar with this area.

A: 好了,王先生,你可以进来了。我是瓦莱丽·勒格朗,我右面是我的同事林德·邓肯,左边是西尔薇·瓦坦。请坐吧。

B: 谢谢你。下午好,勒格朗女士,邓肯女士,瓦坦女士。

A: 你的英语很流利。

B: 谢谢夸奖。

A: 你觉得今天的天气如何?

B: 我不喜欢这样的天气,又冷还下着雨,真希望早点出太阳。

A: 找到我们公司困难吗?

B: 没有,我对这一带很熟悉。

New Words and Expressions

regarding	prep. 关于
be familiar with	熟悉
qualification	n. 资格, 条件

Exercises

I. Please answer the following questions.

1. How to confirm the arrangement of the interview?
2. How to utilize the moment before your interview?
3. How to appropriately greet the interviewer?

II. Fill in the blanks.

1. The desire for revenge could be _____. You should be aware of his behaviors.
2. Those who had decided to remain _____ in the struggle now found themselves required to take sides.
3. The rule states that the samples must be _____ in two watertight containers.
4. The house only needs an occasional coat of paint to keep it _____.
5. He offered the boys some coffee, but they _____ politely.

III. Please correct the sentences if there's any mistakes.

1. Drive up to the offices or workplace at one time when the staffs will be arriving at or leaving for this will give you a good indication of what types of clothes the other employees are wearing.
2. Pick up the phone and rang up the interviewers' secretary and ask her about what is the typical dress code of the company as previously mentioned secretaries generally speaking are always keening to offer assistance to the "newbie's"!
3. So a pretty simple rule — if the companies dress code is casual then you need be dressed casually and a little smarter.
4. However I would steer very clear of bright outrageous ties if you are a man as not every interviewer will share your loving for cartoon characters such as the Simpson's — try and settle on neutral colour.
5. I have to admit I have always keeping my jacket on even when my interviewer has offered for me to remove it, my reason is that we all perspire during stressed and there is nothing worse than seeing perspiration marks around the arms of your shirt!

答 案

II.

1. overpowering
2. neutral
3. enclosed
4. look like a million dollars
5. declined

III.

1. Drive up to the offices or workplace at a time when the staffs will be arriving at or leaving for this will give you a good indication of what types of clothes the other employees are wearing.
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Unit 2 Self-introduction and Unique Benefits

自我介绍和独具的优势

Arrangement

We try to introduce interview type in the text in the unit. In this way, we want future interviewees to have the basic idea about it. It is very important for their preparation. The dialogue of this unit is about how to introduce yourself and what interviewer will ask according to your introduction. With it, the students who has just graduated will know how to do.

本单元课文中，我们将介绍职场面试的类型，以便求职者掌握必要的基础知识，这对他们准备面试是非常重要的。对话是关于如何进行自我介绍和面试官如何根据介绍提问的。有了它，刚毕业的学生就不会无所适从了。

Introduction

Job interview is something a lady or a man in the 21st century has to face. The green hands who just have just graduated should try to get through the tough challenge to be independent. The people with experience encounter the challenge for a new space to develop.

There are several types of job interview. An interviewer to an interviewee is very common. There is interview under heavy pressure when many interviewers interview an interviewee. You can also have a special interview by case analysis. You should try to do well in a practice interview. Some businessmen, especially Chinese ones may prefer a dinner interview.

Besides interviews talked in last paragraph, there is also a behavioral interview or behavioral event interview. Behavioral interviewing is a style of interviewing that was developed in the 1970's by industrial psychologists. Behavioral interviewing asserts that "the most accurate predictor of future performance is past performance in a similar situation". Currently, most organizations are using behavioral interviewing to some degree.

Behavioral interview is firstly adopted by Dr. David McClelland in USA in early 1970s. In 1973 he published his article "Testing for Competency Rather Than Intelligence" in *American Psychologist*. Then he held behavioral interviews to choose Foreign Service Information Officers, FSIO. He thought 3 competencies for FSIO are

necessary. They are:

Sensitivity for intercultural events and communication.

Active and positive expectation for others.

Quickly joining in the local political societies.

Now interviewers or managers will usually and deliberately encounter their future employees for important position to have a casual talk so that success or failure of an interviewee has come before a real interview.

求职面试是 21 世纪的女士和男士们不得不面对的问题。刚毕业的新手必须通过这个严峻的挑战才能自立。有经验的人士迎接这个挑战以获得新的发展空间。

职场面试有几种，有常见的一对一面试，有多对一的压力式面试，你也可能参加案例分析的个性化面试。在进行实际操作의现场面试中，你要做好。一些企业家，特别是中国的企业家，喜欢餐桌上进行的晚餐面试。

除了上段谈到的面试之外，还有行为面试或者行为事件面试。行为面试是 20 世纪 70 年代，工业心理学家发展的一种风格的面试。行为面试的原理是认定：“对未来表现的最精确预测来源于过去相同情况下的表现。”通常，大多数的组织都在一定程度上使用行为面试。

20 世纪 70 年代早期大卫·麦克米兰博士最先采用行为面试。1973 年，他在《美国心理学家》杂志上发表“测量胜任特征而非智力”一文。然后他用行为面试甄选美国驻外联络官，他认为美国驻外联络官必须有三种核心胜任特征：

跨文化的人际敏感性；

对他人的积极期望；

快速进入当地政治网络。

现在主持面试的人和经理对于重要职位的面试，还有意“邂逅”被面试者，来一次随便的谈话，这样面试的成败在面试前就已经决定了。

New Words and Expressions

green hands

新手

tough

adj. 艰苦的，严峻的；吃苦耐劳的

encounter

vt. 遭遇，面对，相遇

type

n. 类型

interviewer

n. 面试者

interviewee	n. 被面试者
interview	v. 面试
case	n. 案例
analysis	n. 分析
a practice interview	现场面试
prefer	v. 偏爱
behavioral interview	行为面试
psychologist	n. 心理学家
assert	vt. 断言, 声称, 清楚阐述
accurate	adj. 精确的
predictor	n. 预言者, 预报器
performance	n. 表现; 性能
organization	n. 组织
to some degree	到一定程度
adopt	vt. 采用
competency	n. 能力
intelligence	n. 智力
sensitivity	n. 敏感, 灵敏度
intercultural	adj. 跨文化的
deliberately	adv. 故意地
a casual talk	一次随便的谈话

Dialogue

A: Mr. Li Shengli. English name Peter.

B: Yes, that's me.

A: How do you know us?

B: Our professor ever introduced us SICA — Smith Instrument Incorporation of America.

A: That is fine. Will you like to introduce yourself briefly?

B: I was born in Huzhou, Zhejiang. Zhejiangese is known in China for their business experience and professionalism. I just graduated from Huazhong University of Science and Technology. My major is Measurement Technology & Instrumentation. My minor is Marketing and Business Management. At the school, I was the monitor.

of the class and member of the student union of our college — the School of Mechanical Science and Technology. I was responsible for entertainment and art activities such as picnic organization, choir contest and teams of sports and games. I am an active volunteer to help the special students in the special school. My graduation paper is on designing of magnetic flowmeters.

A: That is great. We chiefly manufacture various flowmeters. I notice you had nice grades in the four year's college life. Did you ever go to work in any incorporation to practice what you have learnt?

B: Yes, I went to work in Tianjing Instrument Incorporation on a short term basis.

A: What do you think of your performance?

B: I have done a good job there. Here is telephone number and mobile of the engineers in the incorporation. I ever worked together with them. They really taught me a lot.

A: OK. That's all for the interview. We will advise you whenever there is a result.

B: Thank you. I will wait for your information.

A: 李胜利先生, 英文名字是彼得。

B: 是我。

A: 你是怎么知道我们的?

B: 我们教授给我们介绍过 SICA——美国史密斯仪器仪表公司。

A: 好的。能简短地介绍一下你自己吗?

B: 我出生在浙江湖州, 中国人都知道浙江人做生意有经验而且专业。我刚毕业于华中科技大学。我的专业是测量技术和仪器仪表。我副修市场营销和企业管理。在学校时, 我是班长, 也是机械科学与工程学院的学生会委员。我负责文体活动, 比如: 组织野餐、合唱比赛、体育比赛等。我是一个活跃的志愿者, 帮助特殊学校的残疾学生。我的毕业论文是关于电磁流量计设计的。

A: 好, 我们的主打产品就是流量计, 我注意到你在校四年成绩都不错。你有没有去哪个公司实习过你学的东西?

B: 我在天津仪表有限公司短期实习过。

A: 你感觉自己表现怎么样?

B: 我干得不错, 这里有我实习时和我一起的工程师们的电话和手机号码。他们确实教会我许多东西。

A: 好! 我们就面试到这里, 一旦有结果, 我们会通知你的。

B: 谢谢! 我等你们的消息。

New Words and Expressions

professionalism	n. 专业
measurement technology	测量技术
instrumentation	n. 仪器仪表
marketing	n. 销售
business management	企业管理
student union	学生会
mechanical science	机械科技
entertainment	n. 娱乐
choir	n. 合唱, 合唱队
contest	n. 比赛
the special students	残疾学生
the special school	残疾学生学校
magnetic	adj. 电磁的
flowmeters	n. 流量计
manufacture	vt. 大批生产
on a short term basis	短期地
performance	n. 表现, 表演
mobile	n. 移动电话

Exercises

I. Please answer the following questions.

1. How many types of job interview are there? What are they?
2. What is behavioral interview?
3. Who started behavioral interview firstly? Why?
4. What are the 3 competencies for FSIO?
5. Who will have a casual interview before the interview for an important position?

II. Fill in the gaps with proper form of the words or phrases chosen from the box.

tough	to some degree	encounter	accurate	type
case	analysis	prefer	assert	predictor
performance	activity	competency	intelligence	society
sensitivity	intercultural	interview	deliberately	